



Fidelity National Title

Insurance Company

NATIONAL COMMERCIAL SERVICES | D.C.

NATIONAL COMMERCIAL SERVICES (NCS) COORDINATOR – Washington, DC

Date: April 2021

PURPOSE:

Under general supervision of a National Commercial Services Manager, NCS Counsel or Accounts Administrator, performs all phases of processing complex single site, multi-site, multi-state title insurance orders for transactions involving high liability or commercial transactions, from solicitation to closing; to place, track, and receive/export national orders, overseeing all phases of the process, as well as support sales and underwriters by completing related tasks.

DUTIES AND RESPONSIBILITIES:

1. Solicits, opens, processes, and closes multi-state, multi-property and individual title insurance orders that vary from simple to complex.
2. Performs routine and complex closings for assigned and directly placed orders, following procedures and instructions that vary with transaction and customer. Closing duties may involve ordering title work and mortgage statements, preparing settlement statements, forwarding closing package to appropriate parties, recording documents, holding escrow funds, ordering title policy, etc.
3. Coordinates bidding process and placement of national orders with issuing office, headquarters and customer. Processes orders in accordance with customer's instructions, prevailing underwriting procedures and applicable laws.
4. Opens escrow accounts; invests funds in interest bearing account; receives and disburses funds, following escrow agreements and settlement statements. Initiates and receives necessary wire transfers.
5. Corresponds with transaction principals to coordinate national title insurance orders and assures orders comply with customer and lender instructions. Answers customers' questions and informs customers of title commitment requirements, availability of coverage, closing procedures, premiums, etc.
6. Compiles and generates invoices. Coordinates payment and funding to other offices and other service providers as necessary.
7. Contacts customers in person and by telephone to maintain favorable relationships and to provide information about company services.
8. Completes periodic reports as requested, e.g. monthly order reports listing files opened and the policy amounts.
9. May train and direct work of lower level national service staff or others performing related work.

TECHNICAL JOB SKILLS:

1. Oversee processing of all phases of order placement.
2. Scan, label, upload all documents to SoftPro and SmartView.
3. Track commitments and documents on single-site and multi-site deals.
4. Follow up consistently and appropriately (email, phone).
5. Convert .pdf title commitments to Word documents as needed.
6. Properly document files so that co-workers may service the customer efficiently.
7. Utilize the server and store all transaction information where appropriate.
8. Understand and use RamQuest, SmarView, Outlook, Excel, Word, and other company software proficiently.
9. Meet Management deadlines to satisfaction (commitments, pro forma policies, policies, docs, local order numbers, open & closed steps).



Fidelity National Title[®]

Insurance Company

NATIONAL COMMERCIAL SERVICES | D.C.

10. Support other departments with key customers and deals.
11. Work with staff and manager to develop workflows and tracking reports.
12. Perform all other office functions as needed.
13. Refer appropriate information and feedback to Manager and/or Sales Rep.
14. Assist with building and maintaining a customer following.
15. Respond to all customer requests within 4 hours.
16. Adhere to all customer service committee guidelines.

INTERPERSONAL SKILLS:

1. Be a genuine team player – offer to assist and accept requests to assist.
2. Keep an open mind when listening to customers and co-workers.
3. Always be even tempered with customers and co-workers.
4. Have a positive attitude.
5. Work with a variety of personalities.
6. Appreciate diverse background of staff and customers.
7. Extend common courtesy and respect to everyone.
8. Be willing to grow and improve with the job at all times.
9. Identify issues and understand the parameters of the issues before you make the decisions.
10. Make well-reasoned decisions independently, considering all pertinent factors.
11. Refer customer issues to other employees as necessary but only after conducting proper research to avoid unnecessary inconvenience or job disruption.

Contact:

Christopher Naughten

Senior Vice President – NCS Operations Manager

Fidelity National Title Insurance Company

Commonwealth Land Title Insurance Company

Chicago Title Insurance Company

National Commercial Services|D.C.|Richmond

cnaughten@fnf.com